

# **City of Carlsbad Trails**

## **HANDBOOK FOR VOLUNTEERS**



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## **INTRODUCTION**

We have intended this book to cover all the basic information you need to start volunteering for the City of Carlsbad Trails Program.

We strongly encourage all of you to expand on your knowledge by learning about the operational and administrative structure of the City, as well as its goals for the future. At the very least, acquaint yourself with the trails and Trail Guidelines for trail users attached as Exhibit I in this booklet. Also acquaint yourself with trail amenities such as the locations of litter receptacles, restrooms, drinking fountains and parking areas.

We thank you for your commitment and interest.

## **PREFACE**

Thank you for becoming a City of Carlsbad Trails Volunteer! With your help, we hope to establish and maintain a prestigious trail system.

Volunteers are motivated by many things: to gain experience, provide community service, learn about the environment, or simply to contribute and have fun. Whatever your motivation, we are sure our citizens will all benefit from your time and effort.

The City of Carlsbad Trails Program is focused on preserving, maintaining, protecting, developing, and operating trails in Carlsbad in perpetuity for public use. The City will acquire these lands to make the outdoor environment available for the enjoyment and education of the public. Your voluntary contribution is an invaluable asset to the community.

As with any successful group or organization, a basic understanding of the necessary rules and regulations and a coordinated effort are the keys to success.

This handbook includes information you should know. Subjects include: your safety and the safety of the public; administrative responsibilities; limitations on tasks you can perform; and Volunteer Standards and Ethics. It also covers the City's responsibilities to you as a volunteer. Included are copies of the forms (maintenance report/timesheets, volunteer agreement, etc.) that you will need to complete periodically.

We encourage you to familiarize yourself with this booklet to ensure our mutual success in attaining our goals.

## TRAILS VOLUNTEER PROGRAM

Volunteers fill many different positions throughout the City. Volunteers help with trail rehabilitation and maintenance, or the construction of trails.

Each trail may have a different structure for the involvement of volunteers.

Currently, there exists a citizen volunteer group assisting with Carlsbad's trails. This group performs trails maintenance, provides trail improvements such as the installation of directional and interpretive signage, and also builds trails.

### **Adopt-A-Trail**

At present, the City of Carlsbad has 12 miles of completed multi-use, unpaved recreational trails. Volunteers will help to keep trails safe, free of weeds and trash, and correct minor erosion problems. Volunteers are asked to provide their own gloves, boots (or sturdy work shoes), tools and safety gear as designated for the work tasks. Required safety equipment is necessary before a volunteer can undertake any work on the trails. When this not possible, the city does have some tools and equipment available for check-out. For some volunteer efforts, gloves, and trash bags will be provided by the City, such as clean-up efforts along our trails and to replace dog waste mits where dog waste dispensers are provided on trails.

To get involved as a trails volunteer or get assignment to the "Adopt –A- Trail" program, contact Liz Ketabian at the City of Carlsbad Recreation Department, Phone: 434-2978.

## **SAFETY**

### **Volunteer Performance**

As a volunteer, you have the same responsibility for safety as paid staff. Some of the tasks you may be doing will be potentially hazardous and may expose you to such risks as poison oak, cuts, insect or snake bites, arm, leg or back injuries or falls. It is your responsibility to know your own limitations. For example, if you have a known allergy to poison oak, it is important that you take extra precautions while working around it, or refrain from any tasks that brings you in contact with it. Old injuries, such as those to your back and knees may also be aggravated by some of the tasks you may be asked to perform. You must not do a job if you feel that it will irritate a pre-existing condition. Proper clothing should be worn at all times. Common sense can go a long way to prevent unnecessary problems.

Always follow the safety instructions given to you by your site supervisor. This may include maintaining a safe work distance while using trail tools, proper use of tools and required safety equipment, proper lifting techniques and taking breaks as needed. You will need to provide your own boots or sturdy shoes. Required safety equipment is necessary before a volunteer can undertake any work on the trails. For further explanation on volunteer tasks and descriptions see Exhibit G.

### **Injury to the Public**

At some time you may witness an injury to another volunteer or a member of the public. Call 911 for assistance. Notify your site supervisor as soon as possible. If you sustain an injury, and require medical attention, notify your site supervisor immediately. If you are trained in first aid, you may help the victim to the extent of your training, no more. If you are not currently certified, just reassure the victim that help is on the way and wait with them. With the aid of a Supervisor, you must fill out an "Incident Report" form.

The city's policy is to cover volunteers under the City's Workers' Compensation benefits in the event of an injury incurred while performing these volunteer activities and services. Forms and procedures for filing a claim will be covered as part of the Volunteer Training Program.

We encourage all of you to receive training from the Red Cross or Heart Association in CPR and First Aid. Persons interested in training can contact the North County American Red Cross 2936 Oceanside Blvd. or call 760-757-5403.

### **Reporting Emergencies**

In addition to accidents and injuries, other emergencies could occur in the parks; e.g., fire and crime. Emergencies must be reported to City of Carlsbad Police phone no. 931-2131. Dispatch can be reached from any phone by dialing 911. Once you have made contact with dispatch, remain on the telephone, if requested.

## **ADMINISTRATIVE RESPONSIBILITIES/PAPERWORK**

### **Trails Volunteer Program Sign Up Request (Exhibit A)**

This form is a record of your request and interest in joining the volunteer program and will be kept on file for contacting volunteers for orientation and training sessions which are a prerequisite to getting out and performing tasks and duties on the trails.

### **Volunteer Agreement (Exhibit B)**

The Volunteer Agreement is the record of your service with the City. To protect both yourself and the City, it is essential to have this on file. If you have not already done so, please complete the agreement immediately and return it to the Volunteer Coordinator.

### **Maintenance Report (Exhibit C)**

The time sheet is a simple way to track the number of hours and days worked. We use this information for recognition purposes and to have a record of which days you worked. You are responsible for filling out and submitting a time sheet to the Volunteer Coordinator on a monthly basis.

### **Trail Inspection Form (Exhibit D)**

The Trail Inspection Form will be used to identify specific maintenance items that the volunteer has addressed with inspection or completion of a maintenance item. This form will also help identify whether a Trails Service Work Request, (see below) will be necessary to complete the needed maintenance work on the trail. If the requirement is one of an emergency nature affecting health and/or safety, the volunteer should contact the City immediately by calling Park Maintenance at 434-2824.

### **Trails Service Work Request (Exhibit E)**

The Work Order Request Form is to be used when a volunteer notices work to be done which is not within his/her scope of training or ability. If the requirement is one of an emergency nature affecting health and/or safety, the volunteer should contact the City immediately. Otherwise, the top section of the form can be filled out and sent to the Public Works Dept., Parks Division, at 1200 Carlsbad Village Dr. Carlsbad.

### **Incident Report Form (Exhibit F)**

This form is to be used when an injury or illness has occurred during the performance of trail volunteer work and will record pertinent information related to the person (s) involved at the time of the incident for any follow-up action that may be necessary.

### **Trail Guidelines (Exhibit I)**

The Trail Guidelines outline the rules and regulations of all trail uses and of trail users conduct. All trail volunteers should become familiar with the Trail Guidelines in order to promote and encourage a safe and enjoyable experience for all trail users and to the extent that if approached by a member of the public, that they will be able to answer questions directly related to the proper use of the trail system.

### **Citywide Trails Volunteer Org Chart (Exhibit J)**

### **Volunteer Responsibilities (Exhibit K)**

## **VOLUNTEER POLICIES AND PROCEDURES**

### **Scheduling**

Some volunteers may work independently and create their own schedules, or have set schedules in order to make programming and planning run smoothly for other volunteers and staff. Do not commit to a schedule which you cannot keep. If, for some reason, you cannot come in or are going to be late, call and let your volunteer coordinator know.

### **Opportunities**

- The intention of the volunteer program is to provide opportunities for volunteers to positively contribute to the community.
- Where possible, projects may be chosen that have environmental and public aspects included; such as park and trail maintenance, hazard removal, education, land stewardship work, or renovation of equipment.
- Volunteer assignments are determined by the City based on the availability of volunteer opportunities and the availability of volunteers with the requisite skills, abilities and interest. Consequently, the City may not be able to provide volunteer opportunities to everyone who wishes to volunteer. The City also cannot assure that once a volunteer has begun a particular task, the volunteer will be able to continue performing that task.

### **Volunteer Standards and Ethics**

As a volunteer, there are certain expectations about your behavior on, as well as off, the job. Below are some of the rules to which we must all adhere:

- Volunteers who perform such jobs as docents (i.e. staffing information booths, presenting programs, or performing other public contact work) should be neat and presentable.
- Volunteers should maintain a professional and courteous attitude toward the public at all times. If a situation develops which you are unable to handle, refer the person to City staff at the Parks Department.
- Personal use of City-owned material, equipment, or services is not permitted. Volunteers may not use the name of the City to request and receive special discount privileges or special services from City suppliers of material, equipment or services, except as authorized by City policy. Personal use of City telephones must be kept to a minimum and preferably for emergency use only.



## **VOLUNTEER POLICIES AND PROCEDURES (continued)**

- A volunteer may not have access to confidential information. This includes all circumstances involving crime scenes and accidents, or claims against the City. This information must be handled with discretion and in accordance with the dictates of normal practice and good judgment.
- A volunteer may not engage or participate in any political activity to promote a particular candidate or one side of an issue while on duty or representing the City.
- Volunteers may not be under the influence of controlled substances (unless prescribed by a physician) or consume alcohol while performing their duties with the City. Volunteers should not work while under the influence of any medication which impairs the volunteer's judgment or ability to do the work.
- Volunteers are expected to treat others with respect and courtesy at all times. If a conflict arises which cannot be worked out, the volunteer should speak to the City staff person coordinating the volunteer work.
- Volunteers are expected to meet schedules that have been agreed upon and to notify the City staff person coordinating the volunteer work if they are unable to do so. Also, the volunteers are to cooperate with City staff and other volunteers.